

2007-2008 PERFORMANCE PLAN – CHIEF ACTUARY (R. Seeling)

Qualitative Performance Measures

Weight	Factor	Performance Measure	Incentive Schedule	1 st Quarter Status
20%	Actuarial Service Level Expectations	<ul style="list-style-type: none"> For public agencies, complete all contract amendment cost analyses that do not require participant data changes within an average of 30 days. For State and Schools, complete all legislative cost analyses within the periods required by GOVA. Complete all Option 4 and subrogation requests within time periods established by the service level agreement with the Benefits branch. By October 31, 2007, mail 100% of all public agencies June 30, 2006 annual actuarial valuation reports containing employer rates for the fiscal year 2008-09. By April 30, 2008, complete the annual actuarial valuations for the 1959 Survivor program, the Volunteer Firefighters Length of Service Award System, the Legislators Retirement System, and the Judges Retirement Systems I and II. By April 30, 2008, complete the calculation of the State employer contribution rates for the fiscal year 2008-2009. By April 30, 2008, complete the calculation of the School employer contribution rate for the fiscal year 2008-2009. 	From Schedule	<p>Amendment cost analyses for the 1st quarter were completed in an average of 20 days.</p> <p>All legislative costs analyses were completed on schedule.</p> <p>All Option 4 and subrogation calculations were completed on schedule.</p> <p>100% of all public agency annual actuarial valuations were mailed by October 31, 2007.</p> <p>Awaiting the data needed to perform these annual valuations.</p> <p>Awaiting the data needed to perform these annual valuations.</p> <p>Awaiting the data needed to perform this annual valuation.</p>

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Qualitative Performance Measures (cont.)

Weight	Factor	Performance Measure	Incentive Schedule	1 st Quarter Status
20%	CalPERS response to GASB 43 and 45 – retiree medical costs	<p>Work to be done on GASB 43 and 45 as a result of Phase 3 of the current plan, i.e. actions in response to Board direction based upon the report to the Board on the next steps (such as bringing actuarial work in house). Specific known objectives are as follows:</p> <ul style="list-style-type: none"> • By March 31, 2008 complete a business case study to determine the feasibility of implementing a pre-funding tool for post employment medical related expenses paid by the member. • By June 30, 2008 present the results of the business case study to the Board for direction. • By June 30, 2008 develop AVS capabilities to run OPEB valuations on a simplified basis. 	From Schedule	All GASB 43 and 45 processes are on schedule.
20%	CalPERS Enterprise-wide projects	<ul style="list-style-type: none"> • Enterprise Transition Management: By June 30, 2008, develop and begin implementation of a Transition Management Plan that identifies enterprise and division specific risks and issues and a strategy for transitioning the organization to the new business environment. 	From Schedule	On Schedule: A contract with Expressworks International was signed and the first deliverable of that contract was completed on August 31, 2007 (approximately 30 days ahead of schedule). An ETM Steering Committee was established and independent project oversight services have been procured. Work has begun on the three main work streams for the project; Training and Skills Assessment; Communications and Stakeholder Analysis; and Transition.

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Qualitative Performance Measures (cont.)

Weight	Factor	Performance Measure	Incentive Schedule	1 st Quarter Status
	CalPERS Enterprise-wide projects (cont.)	<ul style="list-style-type: none"> • Customer Service: By June 30, 2008, develop and implement a cross-divisional Escalated Customer Inquiry Improvement Plan to improve customer satisfaction and the timely resolution of such inquiries. By June 30, 2009, our target would be to complete 85% of escalated inquiries within 10 days. • Quality Assurance: By June 30, 2008, ensure the development of a Quality Assurance Strategy and Implementation Plan to improve the accuracy of information provided to our customers. • Employer Education: By June 30, 2008, ensure the development of a new External Training Strategy and Implementation Plan that will reduce errors submitted by employers and improve the accuracy of members' benefits. • Employer Satisfaction: By June 30, 2008, complete an Employer Survey to assess employer satisfaction with CalPERS services, and ensure the development of recommendations for action. 		<p>On Schedule: Service Level agreements with BNSD, MBSD, HBSB, and AESB are in final phase for approval. ERSD is participating in an enterprise-wide collaborative team that will establish common definitions and develop a monitoring process to track the customer service experience from initiation to completion.</p> <p>Ahead of Schedule: A draft of the plan and Strategy. Template has been completed.</p> <p>On Schedule: Information gathering and analysis has commenced.</p> <p>On Schedule: Request submitted to PAOF to obtain quotes from consultant pool for internet vs. telephone survey.</p>

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Qualitative Performance Measures (cont.)

Weight	Factor	Performance Measure	Incentive Schedule	1 st Quarter Status
15%	Pension System Resumption	<p>Continue as co-Executive sponsor of this project to ensure that the following objectives are completed. Specific objectives for the project for fiscal 2007-08 include:</p> <ul style="list-style-type: none"> • By October 30, 2007, obtain approval of the initial "To Be" Process Model and General System Requirement Specifications. • By December 31, 2007, complete and implement Phase 1 of the Technical Architecture. • By March 31, 2008, complete General System Design Phase and commence application development. • By June 30, 2008, complete and implement Phase 2 of the Technical Architecture. 	From Schedule	On Schedule: The General Design and Technical Architecture Phases are progressing according to schedule. More than 120 program and support area staff has participated in 315 design sessions. The Design Deliverables published as of August 23 include approximately 8,000 pages of detail.
15%	CalPERS Educational Forum	By October 31, 2007, complete the 2007 Educational Forum and obtain an average satisfaction rating of 4.0 or higher on a scale of 1 to 5 of all completed attendee evaluations.	From Schedule	Completed on schedule with an average satisfaction rating of 4.69.
10%	Special Projects	<p>Complete the task below as well as all unplanned tasks assigned by the Board or the Chief Executive Officer by the deadlines assigned.</p> <p>By March 31, 2008, conduct a review of the current state and public agency rate setting methodology and provide recommendations to the Benefits and Program Administration Committee that will (1) continue to minimize the volatility in the employer's contribution and (2) minimize average future employer contributions as the Plan moves closer to full funding.</p>		On Schedule for delivery by March 31, 2008.
100%	Total	Qualitative Measures		